GOVERNMENT OF INDIA
URBAN DEVELOPMENT AND POVERTY ALLEVATION
LOK SABHA

UNSTARRED QUESTION NO:1253
ANSWERED ON:23.07.2002
HOUSING MELAS
UMMAREDDY VENKATESWARLU

Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVATION be pleased to state:

(a): whether DDA has organised `Housing Melas` recently;

(b): if so, the objective thereof; and

(c): the other steps taken/proposed to be taken by DDA to modernise its operations and improve its attitude towards clients and potential customers?

Answer

MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT AND POVERTY ALLEVIATION AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI O. RAJAGOPAL)

(a): Yes, Sir. The DDA in the recent past had organized `Housing Melas` on 25.12.2001 and 29.6.2002.

(b): The main objective of organizing such `Housing Melas` is to reach the allottee in a time-bound and satisfactory manner.

(c): The following steps have been taken by the DDA to modernize its operation and to improve its attitude towards clients/potential customers:

1. The entire public interaction and grievances redressal system has been revamped after identifying the areas of distrust that give rise to corruption.

2. 13 Counsellors have been posted at the Reception who not only disseminate information regarding various Policies, issues, procedures, rules, etc. but also help the allottee in documentation of various transactions with DDA.

3. A Suggestion Book has been kept at the Reception wherein any visitor can enter his/her comments/suggestions regarding the assistance/services rendered by the Counsellors.

4. Guide-books containing information about procedure, documents to be submitted for various transactions in Housing, Lands & Buildings have been made available at the Sales Counter of DDA and also with the Counsellors for general guidance of the public.

5. An online Counter has been opened at the Reception where various transactions on Housing Department are effected within a fixed time schedule.

6. The senior officers of DDA have been given roster duty regularly to supervise and oversee the functioning of the Reception.

7. Public can meet all the Commissioners and Directors on Mondays and Thursdays in the afternoon and with prior appointment on all other days.

8. Public can also meet VC, DDA on Wednesdays in the afternoon.

9. A Suggestion Box has been kept in the main Reception Hall, which is opened every week by the Director (PR) and complaints/suggestions received therein are attended to.

10. A computerized Receipt & Despatch System has been introduced and all letters received in DDA are provided a computerized receipt. A scroll of all such receipts is sent everyday to the concerned department for further action and monitoring.

11. All important letters are despatched by Speed Post. The proof of delivery of all such letters is obtained from the Post Office and kept in the respective files.

12. Reform in financial procedures like capitalization of ground rent/service charges to minimize hardship to clients.

13. Standard costing of flats has been introduced to avoid delay between date of draw and despatch of Demand-cum-Allotment letter.

14. Large scale computerisation of all the housing documents.